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| --- | --- | --- | --- | --- | --- | --- |
| **Survey: Medicaid.gov** |  | |  | | |  |
| **IA#: 30724** |  | |  | | |  |
| **Date: 7/24/2020** | |  |  | | |  |
|  |  | | |  |  |
| **SURVEY TYPE:** | Website, desktop | | |  | |
|  |  | | |  |  |
| **Survey Q#** | **Type#** | | **Topic Type** | | |  |

1 Model Look and Feel – Appeal

2 Model Look and Feel – Balance

3 Model Look and Feel – Readability

4 Model Site Performance – Loading

5 Model Site Performance – Consistency

6 Model Site Performance - Completeness

7 Model Navigation - Organized

8 Model Navigation - Options

9 Model Navigation - Layout

10 Model Information Browsing - Sort

11 Model Information Browsing - Narrow

12 Model Information Browsing - Features

13 Model Site Information - Thoroughness

14 Model Site Information - Understandable

15 Model Site Information - Answers

16 Model Satisfaction – Overall

17 Model Satisfaction – Expectations

18 Model Satisfaction – Ideal

19 Model Return

20 Model Recommend

21 Model Primary Resource

22 Custom Primary Reason

23 Custom Primary Reason - Other

24 Custom Info Found

25 Custom Info Useful

26 Custom OE\_Info Not Found

27 Custom OE Info Not Useful

28 Custom Role

29 Custom Organization

30 Custom OE Organization Other

31 Custom Navigation Method

32 Custom Navigation Method - Other

33 Custom Search Experience

34 Custom Search Issue - Other

35 Custom Search or Nav First

36 Custom Search Help Locate

37 Custom Search Detail OE

38 Custom Navigation Experience

39 Custom Navigation Experience - Other

40 Custom Navigation Not Expected OE

41 Custom Nav Links and Labels OE

42 Custom Navigation Technical Issue OE

43 Custom Information Issues

44 Custom Other Information Issues

45 Custom Information Looking For

46 Custom State

47 Custom Visit Frequency Overall

48 Custom Mobile Visit Frequency

49 Custom Native Tribe Affiliation

50 Custom Improve

51 Custom Contact